Northern Cape Province: ZF Mgcawu District Municipality(DC8) - Schedule of Service Delivery Standards Table	ards Ta	ble - Fi	nal Annu	- Final Annual Budget 2017/2020	t 2017/20	120		
Description	Ref	2013/14	2014/15	2015/16		2016/2017		
Standard		Actual	Actual	Audited	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Solid Waste Removal								
Premise based removal (Residential Frequency)								
Premise based removal (Business Frequency)								
Bulk Removal (Frequency)								
Removal Bags provided(Yes/No)								
Garden refuse removal Included (Yes/No)								Not Applicable, ZF Mgcawu
Street Cleaning Frequency in CBD								District Municipality does not
Street Cleaning Frequency in areas excluding CBD								render any basic services
How soon are public areas cleaned after events (24hours/48hours/longer)								
Clearing of illegal dumping (24hours/48hours/longer)								
Recycling or environmentally friendly practices(Yes/No)								
Licenced landfill site(Yes/No)								
Water Service								
Water Quality rating (Blue/Green/Brown/N0 drop)								
Is free water available to all? (All/only to the indigent consumers)								
Frequency of meter reading? (per month, per year)								
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)								
On average for how long does the municipality use estimates before reverting back to actual readings? (months)								
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)								Not Applicable ZF Mocawu
One service connection affected (number of hours)								District Municipality does not
Up to 5 service connection affected (number of hours)								render any basic services
Up to 20 service connection affected (number of hours)								
Feeder pipe larger than 800mm (number of hours)								
What is the average minimum water flow in your municipality?								
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)								
How long does it take to replace faulty water meters? (days)								
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)								

The state of the Control of the Cont	
Electricity Service What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	
How much do you estimate is the cost saving in utilizing the ripple control system?	
What is the frequency of meters being read? (per month, per year)	
Are estimated consumption calculated at consumption over (two month's/hree month's/longer period)	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	
Are accounts normally calculated on actual readings? (Yes/no)	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Not Applicable, ZF Mgcawu
How long does it take to replace faulty meters? (days)	District Municipality does not
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	render any basic services
How effective is the action plan in curbing line losses? (Good/Bad)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required?	
remained by the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	
To what extend do you subsidize your indigent consumers?	
How long does it take to restore sewerage breakages on average	
Severe oerflow? (hours)	Not Applicable, ZF Mgcawu
Sewer blocked pipes; Large pipes? (Hours)	District Municipality does not
Sewer blocked pipes; Small pipes? (Hours)	
Spillage clean-up? (hours)	
Replacement of manhole covers? (Hours)	
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	Not Applicable, ZF Mgcawu
Time taken to repair a road following an open trench service crossing? (Hours)	District Municipality does not
Time taken to repair walkways? (Hours)	ובנותבו מווא חמאר אבו אוכבא
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Not Applicable, ZF Mgcawu District Municipality does not levy
	property taxes
Do you have any special rating properties? (Yes/No)	

Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) Are the financial statement outsources? (Yes/No)	Decrease
Are there Council adopted business process structuring the flow and managemet of documentation feeding to Trial Balance?	30 /
How long does it take for an Tax/Invoice to be paid from the date it has been received?	Sheptill (San Sh
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	SB)
Administration	
Reaction time on enquiries and requests?	
Time to respond to a verbal customer enquiry or request? (working days)	
Time to respond to a written customer enquiry or request? (working days)	
Time to resolve a customer enquiry or request? (working days)	
What percentage of calls are not answered? (5%,10% or more)	Because the district municipality doesnot have wards or DMA's we doesnot work directly with the community therefore wards or an advanced to the community therefore wards or advanced to the community therefore wards or advanced to the community therefore was doesnot be a community therefore was the community that the community therefore was the community that the community therefore was the community that the community that the community that the community the community that the communi
How long does it take to respond to voice mails? (hours)	we decision have service of account complaints. If yelles alose it is addressed within 1 day.
Does the municipality have control over locked enquiries? (Yes/No)	
Is there a reduction in the number of complaints or not? (Yes/No)	
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Weekly reports are submitted to CFO and Municipal Manager of all requisitions submitted and progress thereof
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	Not Applicable, the district
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	municipality doesnot act as
How long does it take to de-register a vehicle? (minutes)	Agency on behalf of Department of Roads and Safety
How long does it take to renew a drivers license? (minutes)	
What is the average reaction time of the fire service to an incident? (minutes)	Sminites
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	common of the co
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	40minutes
Economic development	
How many economic development projects does the municipality drive?	7EM DN survort I roal Municipalities in
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	The respectation of their respective tasks. We do not have any projects as we do
	not have a budget for them. Projects are at Local Municipalities.
What percentage of the projects have created sustainable job security?	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	593
Does the municipality have training or information sessions to inform the community? (Yes/No)	33 5
Are customers treated in a professional and humanly manner? (YeshNo)	S

Municipal Manager.....